ASM 7.0 FAQ (Frequently Asked Questions)

Acer Incorporated

Author: System Solution Center, Enterprise Products Line, ITBG / Charles Liu

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Doc. Description

In this note, we list frequently asked questions of ASM 7.0 (Acer Server Manager 7.0).

Products Affected

ASM 7.0 (Acer Server Manager 7.0)

Revision History		
Date	**Revision**	**Modification**
May 5, 2005	1.0	First release the document
Dec 21, 2005	1.1	Added ASM Console, ASR, Chassis, OS Support. Updated ARMC, Installation, Power Control, RAID Status Monitor, Remote Console, Redirection, System, Troubleshooting and Uninstallation
Jan 16, 2006	1.2	Added Memory. Updated Installation, Power Control and Troubleshooting
May 2, 2006	1.3	Added Wake On LAN. Updated Language Support, OS Support, Power Control, Troubleshooting.
Jul 3, 2006	1.4	Added Email Alerts, Power Supply Management. Updated Installation.

Acer Confidential

Altos Servers

1. Which Altos servers can ASM 7.0 support?

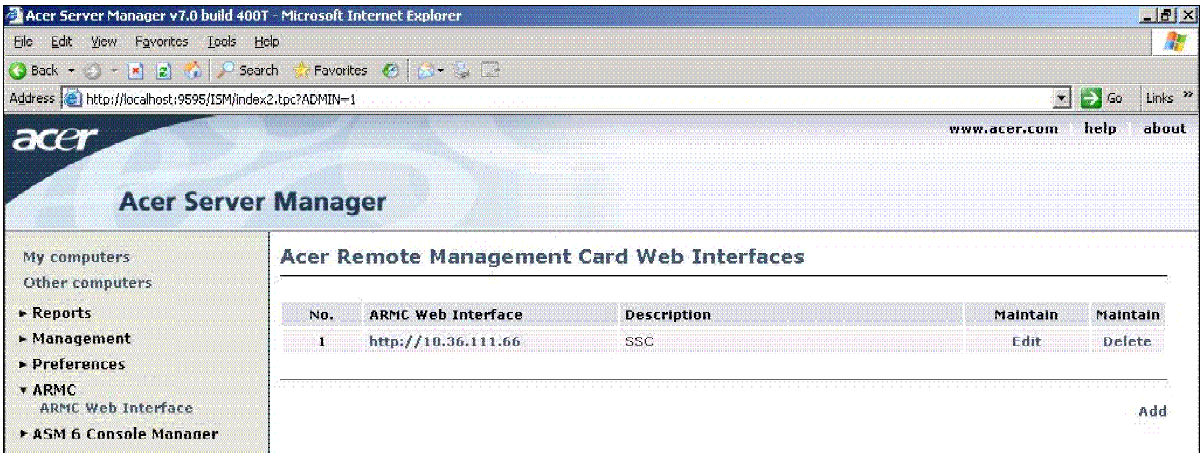
   ANSWER: Please refer to ASM 7.0 THOL (Tested Hardware & Operating System List) for more detail.

ARMC (Acer Remote Management Card)

1. Is ASM 7.0 integrated with ARMC or ARMC/2?

   ANSWER: At current stage, ASM 7.0 still cannot detect ARMC or ARMC/2 if it is installed on the server.

   However, ASM 7.0 build 400 (or later) provides user interface to launch the ARMC/2 Console. User has to manually specify the IP address of ARMC/2.



ASM 6.0

1. Is ASM 7.0 backward compatible with ASM 6.0?

   ANSWER: No. At current stage, ASM 7.0 Console cannot manage ASM 6.0 Agent; ASM 6.0 Console cannot manage ASM 7.0 Agent.

2. Can you provide a comparison table of supported functions between ASM 6.0 and ASM 7.0?

   ANSWER: A brief comparison table is provided below:

Functions	ASM 6.0	ASM 7.0
Web GUI	Yes[5]	YES
Linux-based Console	NO	YES
Auto-discovery manageable server	YES	YES
ARMC Support	YES	NO
Availability History	YES	YES
Health Monitor	YES	YES
LSI MegaRAID monitoring	YES	YES
Onboard SATA RAID monitoring	NO	YES
Remote Admin Console	YES	YES
Remote Windows Console	YES	YES[4]
Remote Linux Console	YES	NO

System Inventory	YES	YES
Performance Monitor	YES	YES
Terminal Service	YES	NO
Alert action for events	YES	YES
Separated Event Viewer for PET	YES	NO
Power Control by IPMI	YES	YES
Power Control by ASF	YES	YES
Grouping feature	YES	YES[2]
Integration with HP OpenView	YES	YES[3]
Integration with CA UniCenter	YES	Not Ready[1]
Downloading and installing packages	NO	Not Ready[1]
Server managed by multiple Console	YES	NO

NOTE 1. Plan to be implemented at later stage.

NOTE 2: Only for "power control"

NOTE 3. Need "LANDesk System Manager Integration Module for HP OpenView NNM" utility installed for the support. The installation sequence would be HP OpenView NNM first, then ASM 7.0, and the last is the utility. When finished, you will see "LANDesk Management: System Manager" item in Tools menu of HP OpenView NNM.

NOTE 4: ASM 7.0 build 400 can support this.

NOTE 5: ASM 6.0 build 600 (or later) features Web Console and can support Web GUI.

ASM Console

1. Is ASM 7.0 a web-based application?

   ANSWER: Yes, it is a web-based application.

2. Can ASM 7.0 support the access through Internet Explorer browser?

   ANSWER: Yes. ASM 7.0 Server Console and Administrator Console provide a consistent graphic user interface (GUI) for accessing managed server. If you would like to access managed server through Internet Explorer browser directly, you could type in following URL:

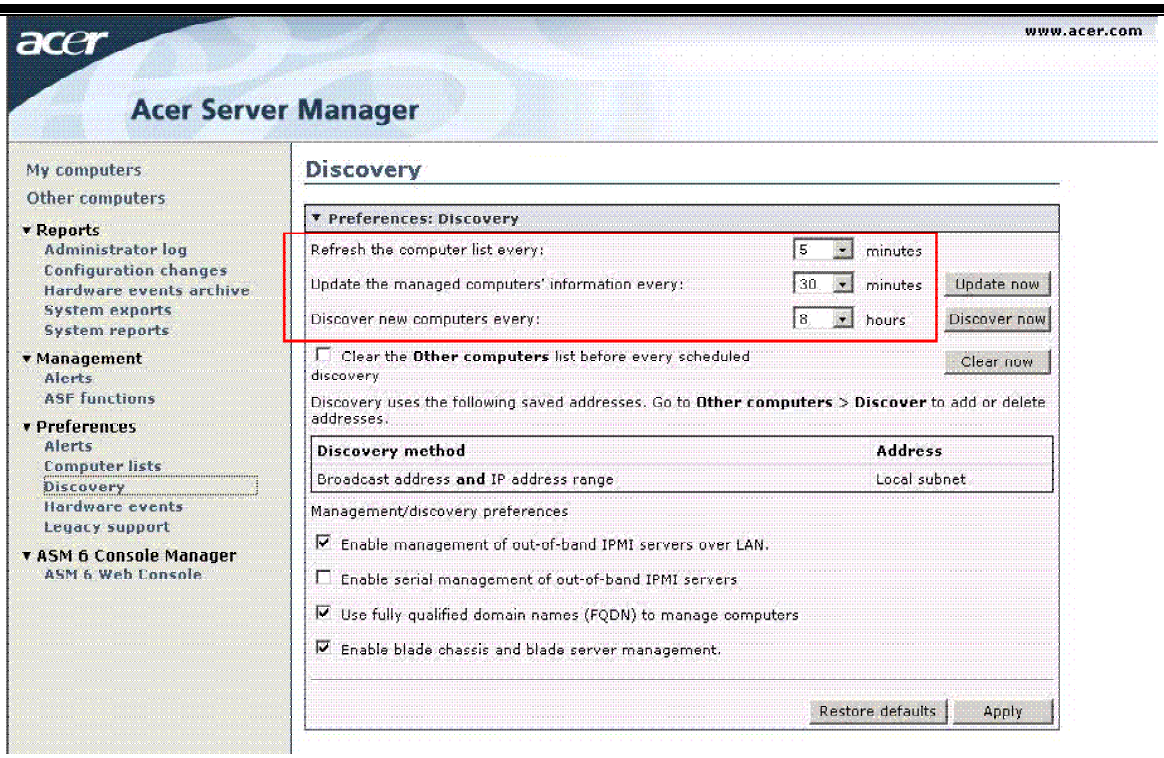
OS in Managed Server	URL
Windows	https://server IP address:9593/ism/index2.tpc
Linux	https://serverr IP address:9593/ism/index2.cgi

3. Can I install ASM 7 Console and ASM 7 Agent on the same server?

   ANSWER: Yes.

4. How long does it take for polling managed server's status from ASM 7.0 Administrator Console?

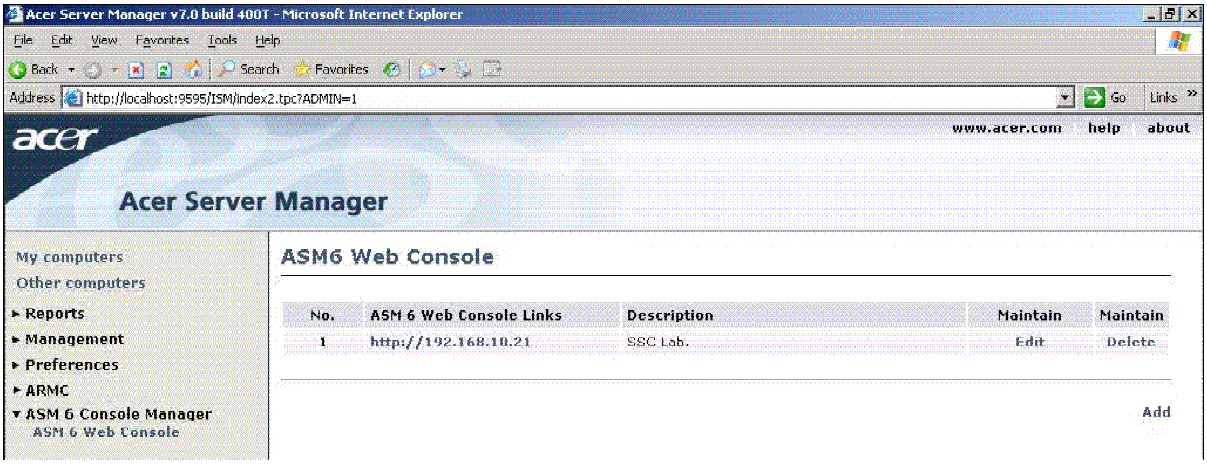
   ANSWER: The default is 5 minutes for "Refresh the computer list" and 30 minutes for "Update the managed computer's information". Users can modify the setting desired by clicking Preferences and then click Discovery in Administrator Console.



5. As ASM 6.0 build 600 (or later) can support Web GUI, can I launch ASM 6.0 Web Console from the ASM 7.0 Administrator Console?

   ANSWER: ASM 7.0 build 300 (or later) provides a user interface to launch ASM 6.0 Web Console.

   User has to manually specify the IP address of ASM 6.0 Web Console, as ASM 7.0 cannot auto discover the available ASM 6.0 Web Console in the network.



ASR (Automatic Server Restart)

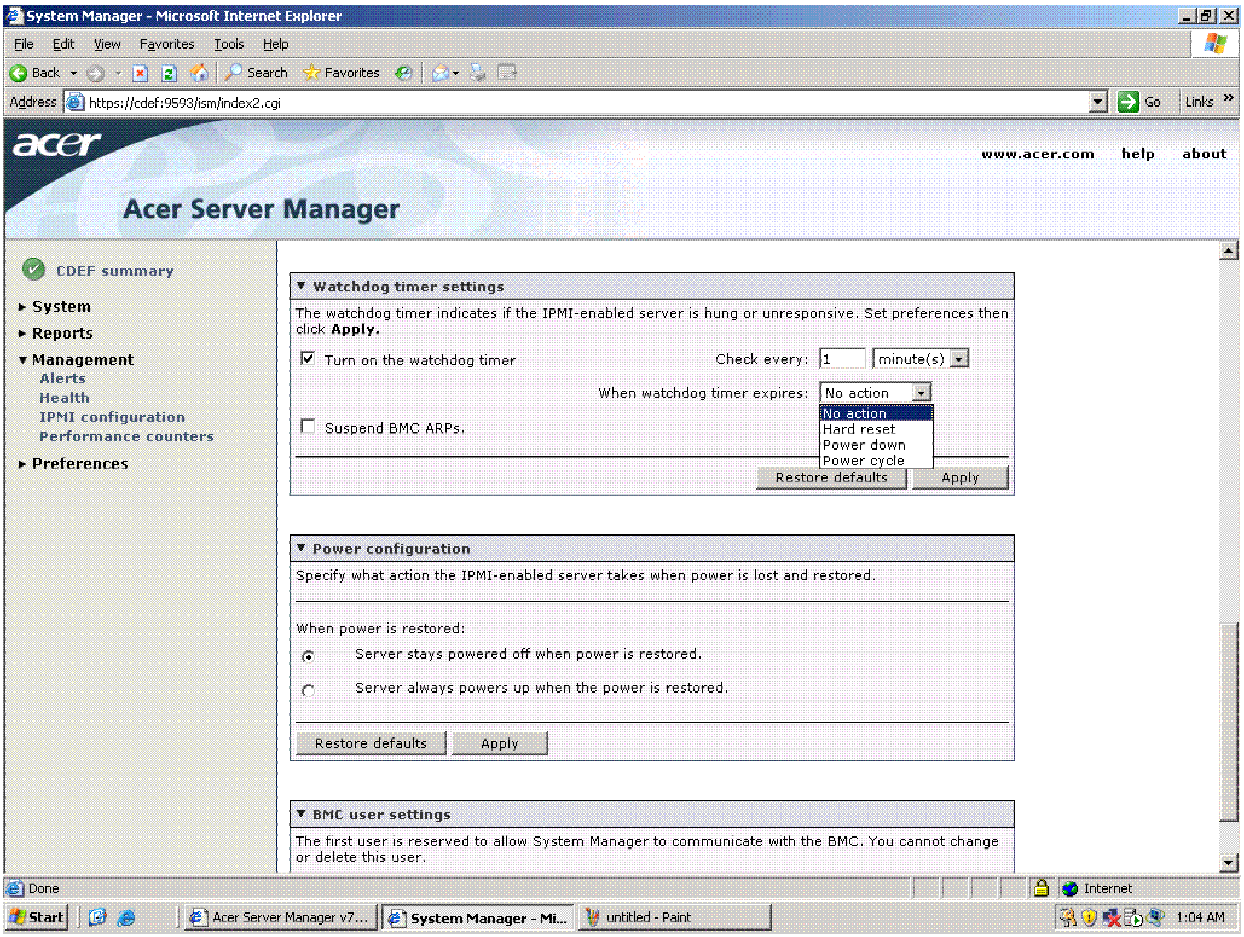
1. Can ASM 7.0 support ASR?

   ANSWER: On Altos servers that features BMC, ASM 7.0 can support ASR.

   The watchdog timer of BMC will check with heartbeat in certain time interval. Once OS is crashed due to some reasons, BMC will perform reboot, shutdown or power cycle desired.

2. How do I enable the watchdog timer if the server features BMC?

ANSWER:



3. Can ASR recover the data or files on the server?

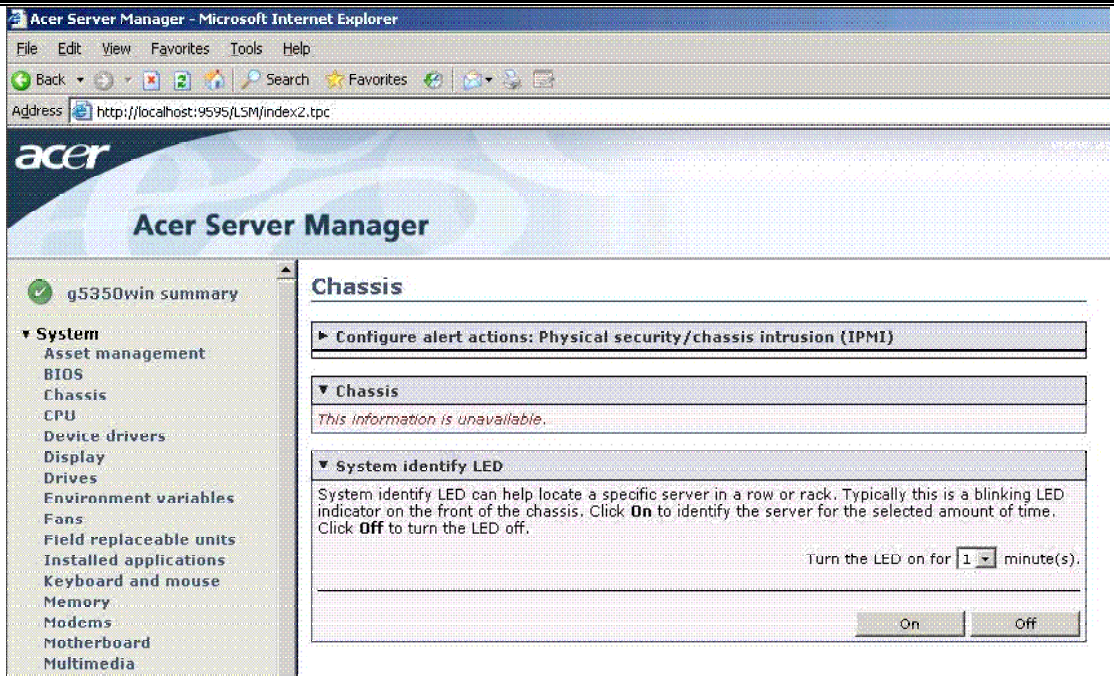
   ANSWER: No, ASR just simply restarts the server. It cannot protect the data or files on the server.

Chassis

1. How can I get Chassis status for Altos G5350? It is always “This information is not available” in Chassis function.

   ANSWER: Altos G5350 does not support chassis status monitoring feature. That is why it is always “This information is not available”.

2. Altos G5350 does not feature Service ID LED. But in ASM 7.0 build 300, there is System Identify LED (Service ID) information in Chassis function page.



ANSWER: At current stage, there is no way to tell BMC (Baseboard Management Controller) if the system has the Service ID or not. (Not defined in IPMI specifcation).

So, this System identify LED information will be always available when the system is with BMC.

Document

1. When could I find the release notes of ASM 7.0?

   ANSWER: You may find it in ASM 7.0 CD. Known issues and limitations have been listed in "**ASM 7.0 Release_notes.htm**".

Email Alerts

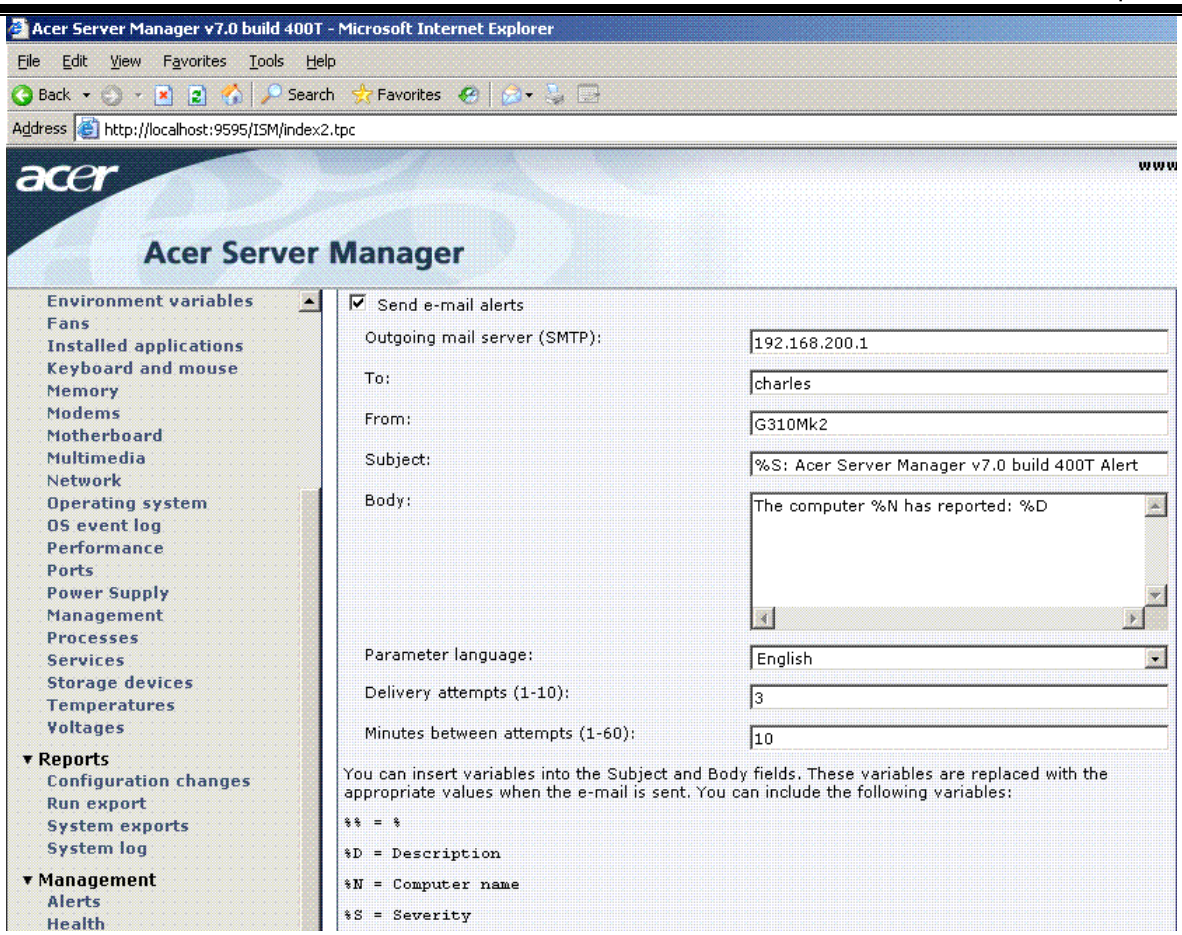
1. Can ASM 7.0 send email alerts when a problem or other event occurs on a computer (for example, the computer is running low on disk space)?

   ANSWER: Yes.

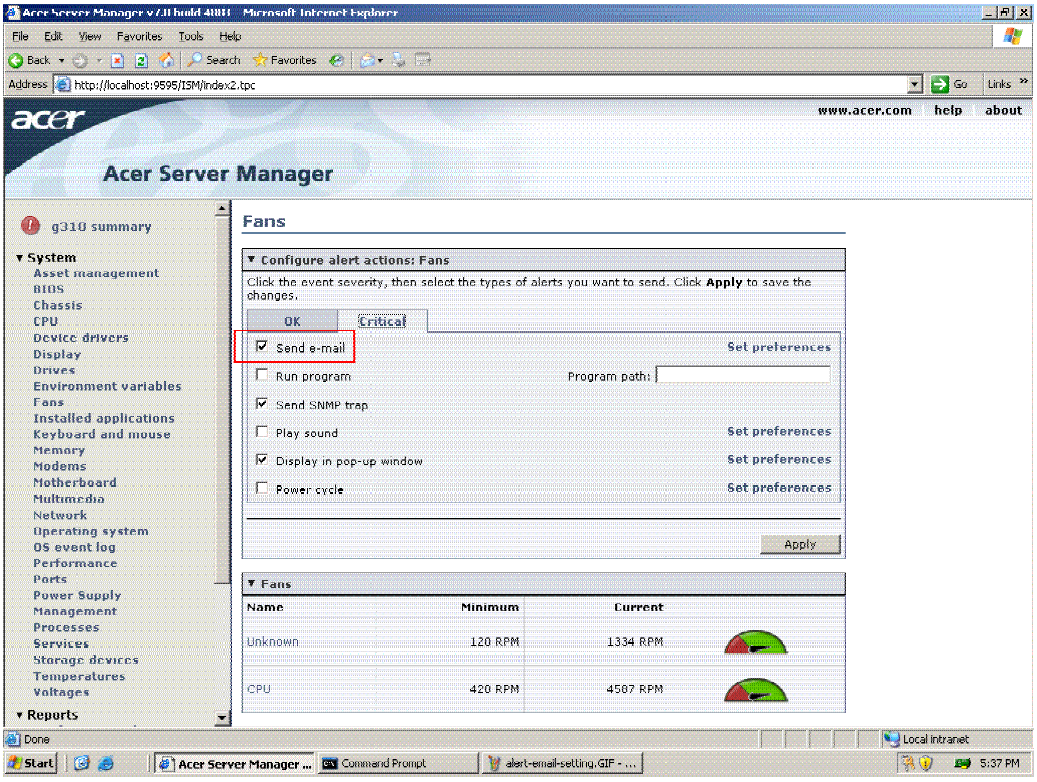
2. We have a customer with some problems regarding the email alert. He has setup the email alerting system on the ASM 7 but it doesn't seem to work. Can you tell me if there are any problems regarding this kind of alert system or do you have any tips to enable it?

   ANSWER: There is no specific setting required. Just make sure that,

   a. Set correct destination of SMTP server



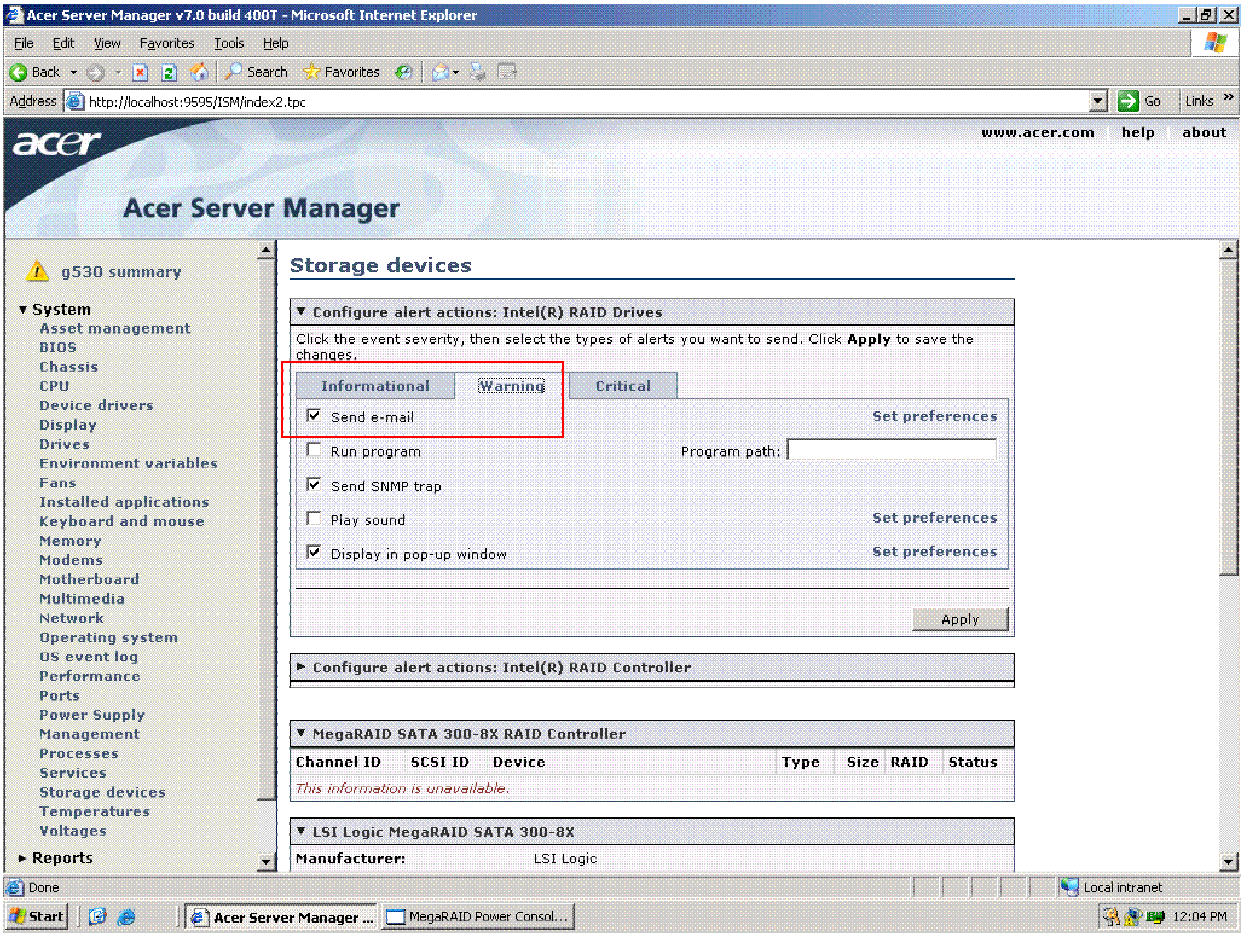
b. In critical tab of the certain sensor, for example, fans, please check "Send e-mail" option.

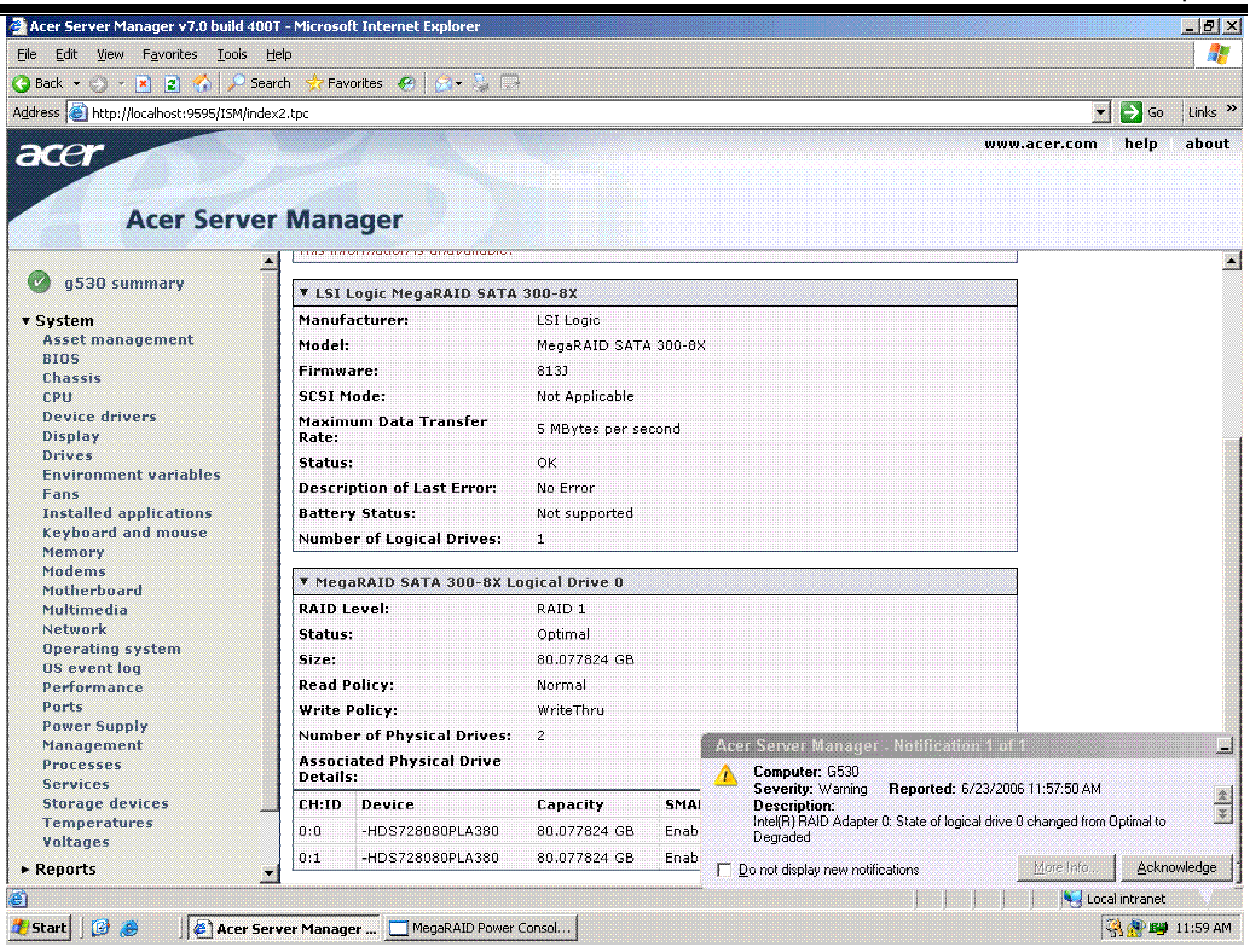


3. A customer can't configure the ASM 7 build 400T with the email alert in case a power supply fails or the raid status changes to degraded.

ANSWER: In warning tab of the Storage Device, please check "Send e-mail" option.

However, the power supply of Altos G320, G520, G530, G5350 does not supply power management and cannot be managed through ASM 7.0.





Event Log and Trap

1. How many destinations may we set for trap in managed Altos servers?

   ANSWER: There is no dedicated GUI for users to input trap destination in ASM 7.0. For Windows, users can input trap destination into SNMP Service Properties. For Linux, please edit /etc/snmp/snmpd.conf file for trap destination. The available amount of destination is up to OS support.

2. How large size does ASM 7.0 event log function support? Can I save event logs to a file?

   ANSWER: The maximum size of event log file is 5MB.

   User could copy and past the selected logs to Windows application like Notepad or Microsoft Office Excel.

Grouping Feature

1. Does ASM 7.0 support grouping function? I mean if users can select multiple systems and then execute a desired function.

   ANSWER: No, ASM 7.0 does not support grouping function. But, if users want to power off systems at the same time, users can select multiple systems in ASM 7.0 Administrator Console and then click power off icon in the toolbar.

Installation

1. Is there any guideline of ASM 7.0 installation in Windows?

   ANSWER: Please refer to “ASM 7.0 Getting Started Guide” for detail requirements in Windows. Besides,

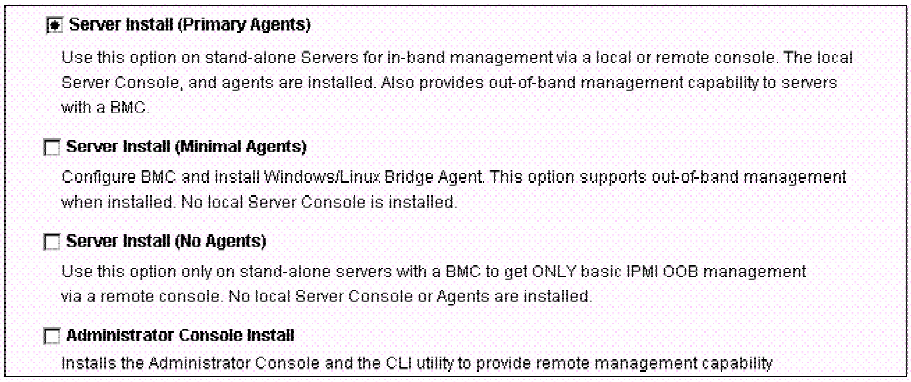
for Windows 2000 users, the latest patch and service pack for OS and IE must be installed in advanced.

Some tips of ASM 7.0 Agent installation are as following:

a. Insert ASM 7.0 CD

b. Select "Local install"

c. Select "Server Install (Primary Agents)"


Server Install (Primary Agents)
Use this option on stand-alone Servers for in-band management via a local or remote console. The local Server Console, and agents are installed. Also provides out-of-band management capability to servers with a BMC.
Server Install (Minimal Agents)
Configure BMC and install Windows/Linux Bridge Agent. This option supports out-of-band management when installed. No local Server Console is installed.
Server Install (No Agents)
Use this option only on stand-alone servers with a BMC to get ONLY basic IPMI OOB management via a remote console. No local Server Console or Agents are installed.
Administrator Console Install
Installs the Administrator Console and the CLI utility to provide remote management capability

d. Input the password for BMC (8 characters at least)

e. Follow the step in screen to finish the installation and then reboot system

NOTE 1: Please make sure the IP address is set properly in advance

NOTE 2: Since the installation program cannot detect the features provided by the managed server, users have to type in BMC password for going to next step

NOTE 3: For detail procedure, please refer to the document "Getting Started with Acer Server Manager" in ASM 7.0 CDROM.

2. How do I install ASM 7.0 build 100 in Linux?

ANSWER: Please refer to "ASM 7.0 Getting Started Guide" for detail requirements in Linux environment. Besides, be kindly informed,

1. Check "everything" in package selection for Linux installation option.

2. The Linux setup script can only execute in X Window

Then, please follow the instructions to install ASM 7.0 build 100 in Linux below.

a. Insert ASM 7.0 build 100 CDROM (EasyBUILD 7.0 Management CD)

```
Login as root
```

b. Install ASM 7.0

```
# mount /mnt/cdrom

# cd /mnt/cdrom/ism/Software

# ./setup
```

NOTE 1. ASM 7.0 build 100 only supports Altos G310 Mk2

NOTE 2: Since Altos G310 Mk2 is a non-IPMI based system, the separated installation process for sensors related files in Linux is required.

NOTE 3: Please refer to ASM 7.0 Release Notes for lmsensor package installation procedure

c. Copy lmsensor file, it's the sensors related files for non-IPMI based system in Linux

```
# mount /mnt/cdrom
# cp /mnt/cdrom/ism/Software/linux/lmsensors.tar.gz /usr/src
```

d. Install lmsensor file

```
# cd /usr/src
# tar -zxvf  lmsensors.tar.gz
# cd msensors
# ./install.sh
```

When finished, sensors-detect will configure the lm85 sensors to /etc/lm85.conf and /etc/rc*. You could execute "sensors" in a terminal window of Linux to check if lmsensor package has been installed properly. If the lmsensor package has been successfully installed on system, the H/W sensor reading will response on screen when you execute "sensors" command.

3. How do I install ASM 7.0 build 200T (or later) in Linux?

ANSWER: Please refer to "ASM 7.0 Getting Started Guide" for detail requirements in Linux environment. Besides, be kindly informed,

1. Check "everything" in package selection for Linux installation option.

2. The Linux setup script can only execute in X Window

Then, please follow the instructions to install ASM 7.0 build 200T (or later) in Linux below.

a. Insert ASM 7.0 build 200T CDROM (EasyBUILD 7.0 Management CD)

```
Login as root
```

b. Install ASM 7.0

```
# mount /mnt/cdrom
# cd /mnt/cdrom/ism/Software
# ./setup
```

NOTE 1: For systems without BMC (e.g. Altos G310 Mk2, G320, G530), there is a separated installation process for sensors related files in Linux. Please continue the installation process with below step c and step d

NOTE 2: Please refer to ASM 7.0 Release Notes for lmsensor package installation procedure

NOTE 3: For system with BMC (e.g. Altos R510 Mk2), below step c and step d are not required.

c. Copy lmsensor file. This is the sensors related file for non-IPMI based system in Linux

```
# mount /mnt/cdrom
# cp /mnt/cdrom/ism/Software/linux/32bit/server/lm85/lmsensor.tar.gz /usr/src
```

d. Install lmsensor file

```
# cd /usr/src
# tar -zxvf  lmsensors.tar.gz
# cd lmsensor
```

```
# ./withism.sh
```

When finished, sensors-detect will configure the lm85 sensors to `/etc/lm85.conf` and `/etc/rc*`. You could execute "sensors" in a terminal window of Linux to check if lmsensor package has been installed properly. If the lmsensor package has been successfully installed on system, the H/W sensor reading will response on screen when you execute "sensors" command.

4. How do I install ASM 7.0 build 200L (or later) in Linux?

   ANSWER: Please follow the instructions to install ASM 7.0 build 200 L (or later) in Linux below.

   a. Insert ASM 7.0 build 200L CDROM

   b. Install ASM 7.0

```
Login as root
# mount /mnt/cdrom
# cd /mnt/cdrom/Linux/Server/RedHat
# ./install-server.py
```

5. Is there any guideline to install ASM 7.0 Administrator Console in Windows?

   ANSWER: The ASM 7.0 Administrator Console installation SOP is as following:

   a. Insert ASM 7.0 CD

   b. Select "Local install"

   c. Select "Administrator Console Install"

   d. Input the password for Certificate (8 characters at least)

   e. Follow the step in screen to finish the installation and then reboot system

   NOTE 1: Please make sure the IP address is set properly in advance

   NOTE 2: For Linux system, please mount ASM 7.0 CDROM and then execute ./setup from /mnt/cdrom/ism/Software folder. For the details, please refer to No. 13 above.

6. How do I install ASM 7.0 Administrator Console in Linux?

   ANSWER: Please follow the instructions below to install ASM 7.0 Administrator Console in Linux.

   a. Check "everything" in package selection for Linux installation option.

   b. Configure NIC and make sure it works well

   c. Install MySQL-3.23.58-1.i386.rpm

```
# rpm -ivh --nodeps --force MySQL-3.23.58-1.i386.rpm
```

   (Can be downloaded from http://downloads.mysql.com/archives/mysql-3.23/MySQL-3.23.58-1.i386.rpm)

   d. Set mysql service as "Start"

```
Click "Main Menu" -> "System Settings" -> "Server Settings" -> "Services"
Find mysql and then check the box. Save it.
```

   e. Create a new account with password (e.g. "ismdev" account with "ismdev" password)

   f. Configure mysql

```
# mysql
```

g. Enter "grant all privileges on *.* to 'ismdev'@'localhost' identified by 'ismdev' with grant option;"

```
mysql> grant all privileges on *.* to 'ismdev'@'localhost' identified by 'ismdev'
with grant option;

Query OK, 0rows affected (0.00 sec)

mysql> exit
```

h. Install ASM 7.0 Administrator Console

```
Insert ASM 7.0 CDROM

# mount /mnt/cdrom

# cd /mnt/cdrom/ism/Software

# ./setup
```

Note: In database page, use the account you created (e.g. ismdev) as database user, not "root"

After installation completed, a linkage "Acer Server Manager-Manage Computers" will be created

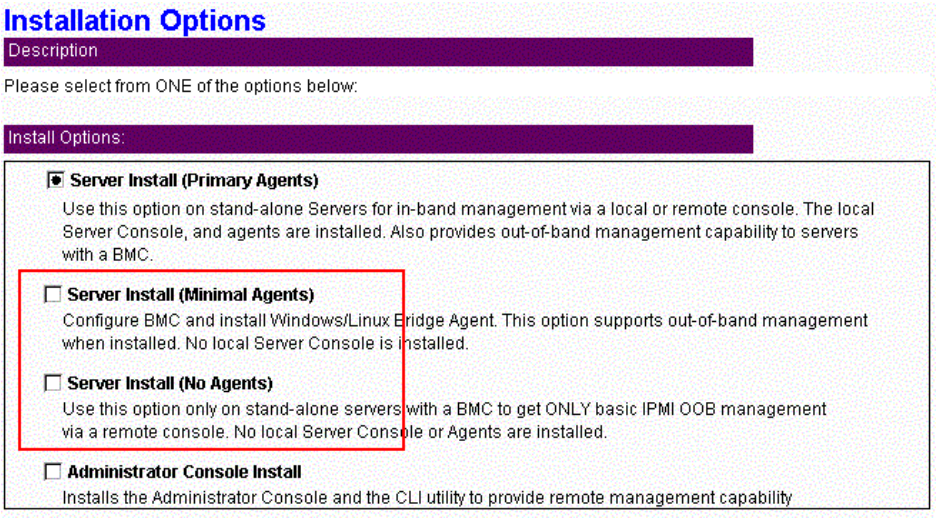
```
Click "Main Menu" -> "System Tools" -> "Acer Server Manager-Manage Computers"
```

7. What installation options can I select for Altos G310 Mk2?

ANSWER: Since Altos G310 Mk2 does not feature BMC, the "Server Install (Minimal Agents)" and "Server Install (No Agents)" will not be supported.

Please select "Server Install (Primary Agents)" option for ASM 7.0 Server Console and Agent installation. Or select "Administrator Console Install" when treating Altos G310 Mk2 as a Console to manage other systems.

NOTE: Altos G310 Mk2, G320, G530 does not feature BMC. The "Server Install (Minimal Agents)" and "Server Install (No Agents)" installation options will not be supported.

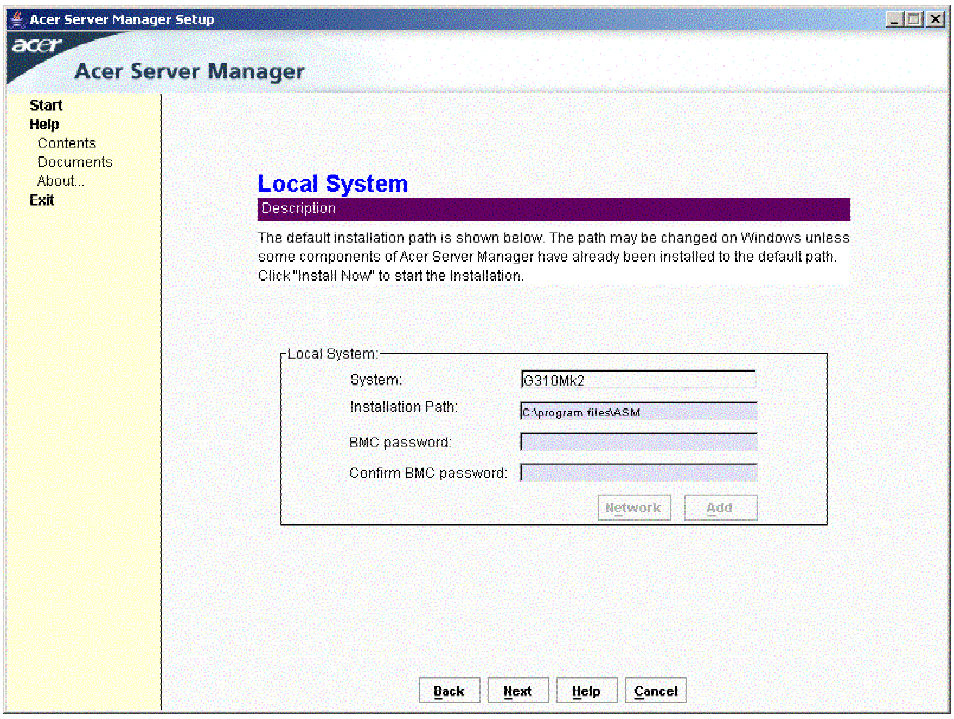

Installation Options
Description
Please select from ONE of the options below:
Install Options:
Server Install (Primary Agents)
Use this option on stand-alone Servers for in-band management via a local or remote console. The local Server Console, and agents are installed. Also provides out-of-band management capability to servers with a BMC.
Server Install (Minimal Agents)
Configure BMC and install Windows/Linux Bridge Agent. This option supports out-of-band management when installed. No local Server Console is installed.
Server Install (No Agents)
Use this option only on stand-alone servers with a BMC to get ONLY basic IPMI OOB management via a remote console. No local Server Console or Agents are installed.
Administrator Console Install
Installs the Administrator Console and the CLI utility to provide remote management capability

8. When I install ASM 7.0 on Altos G310 Mk2, the setup asks for BMC password?

ANSWER: Please input any 8 characters for this BMC password during ASM 7.0 installation. This BMC password is meaningless and useless on Altos G310 Mk2.

Since ASM 7.0 installation script cannot detect what capability Altos servers have, it will display BMC field

during installation.

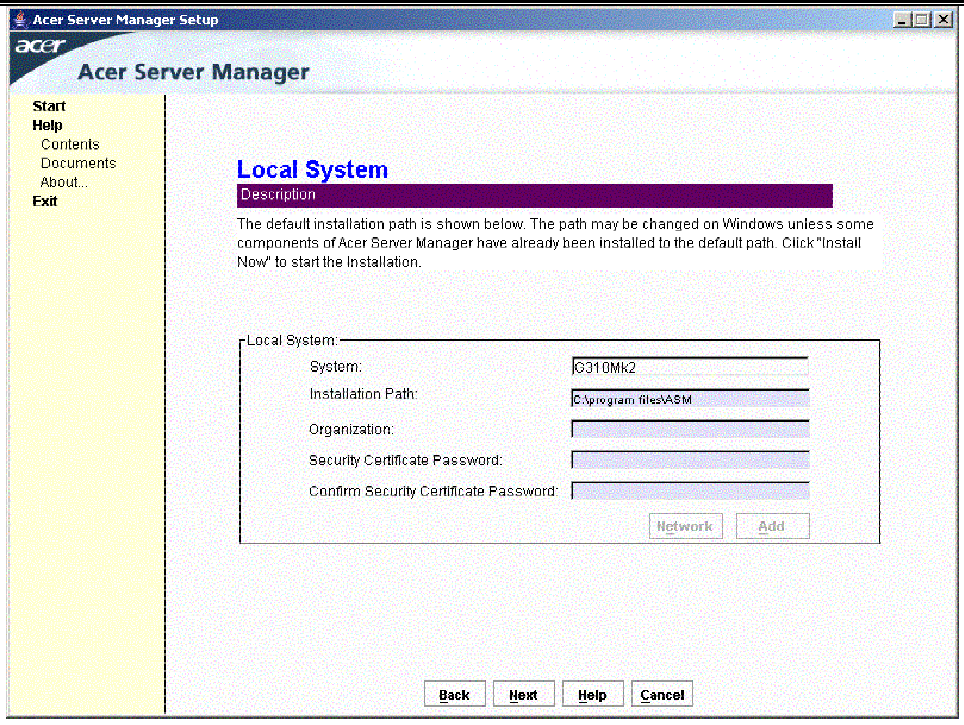


9. When Red Hat Enterprise Linux 3.0 Update 2 is fully installed, is there any package should be removed for ASM 7.0 installation?

   ANSWER: No, there is no package needs to be removed for installing ASM 7.0.

10. When I install ASM 7.0 Administrator Console, the setup asks for security certificate password?

    ANSWER: Please input any 8 characters for this security certificate password during ASM 7.0 Administrator Console installation. The security certificate password is used to create a security certificate that is used during secure communication between an Administrator console and a managed server.



11. Can I install ASM 7.0 on multiple Altos G5350 systems at a time?

    ANSWER: No, the ASM 7.0 build 200L for Altos G5350 does not support "multiple system install" function.

    NOTE: ASM 7.0 build 100 and ASM 7.0 build 200T support "multiple system install" function.

12. In ASM 7.0 build 200L Administrator Console installation process, it provides an option named "Check this box if this Administrator Console will be managing legacy clients". Does it mean ASM 7.0 build 200L can manage ASM 6.0 Agents?

    ANSWER: No, all the versions of ASM 7.0 cannot manage ASM 6.0 Agents. Since the option cannot be customized or removed from ASM 7.0 build 200L, please neglect the option when install Administrator Console.

Language Support

1. Which language can ASM 7.0 support?

   ANSWER: The official supported languages are:
   - English
   - German
   - Japanese
   - Russian
   - Simplified-Chinese

   This is also stated in ASM 7 Getting Started Guide.

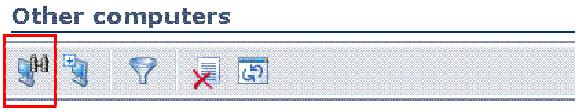
   However, users still can change the "Local and regional" settings of Windows to change the language other than these.

Management

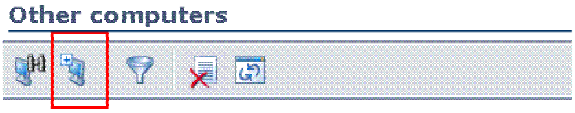
1. How do I add managed servers into "My Computer" on ASM 7.0 Administrator Console?

   ANSWER:

a. Discover managed servers in the network through ASM 7.0 Administrator Console by clicking "Other computers" and then click "Discovery" button on the tool bar



b. When servers are found and appear in “Other computers”, select the server you want to manage and then click “Add” button

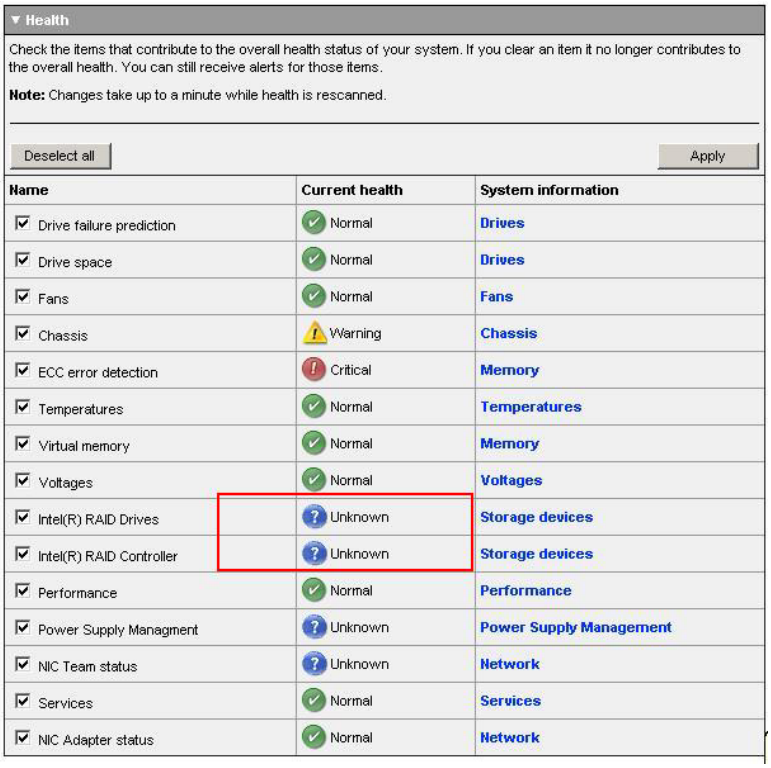


c. In the pop-up credential dialog-box, type in the correct account/password of the server.

NOTE: In case of failed to find servers by ASM 7.0 Administrator Console, please setup DNS server in the network in advance. If there is no DNS server, please add the IP address of the server you want to manage to "hosts" file in ASM 7.0 Administrator Console system

2. In Health function, what’s the meaning for “Unknown” status?

ANSWER: ASM 7.0 will list all health items it supports for managed systems. If the health items do not be supported in managed system, the status will be “Unknown”



Memory

1. Can ASM 7.0 provide memory information of mirror/sparing memory?

ANSWER: No. The feature is only for IPMI 2.0 based system. Currently, the ASM 7.0 supported Altos servers

(i.e. Altos G310 Mk2, G320, G530, G5350 and R510 Mk2) do not feature IPMI 2.0 technology.

2. For servers with memory mirror/sparing configured, can ASM 7.0 detect memory status and log the event once memory mirror/sparing is taking affect?

   ANSWER: No. The feature is only for IPMI 2.0 based system. Currently, the ASM 7.0 supported Altos servers (i.e. Altos G310 Mk2, G320, G530, G5350 and R510 Mk2) do not feature IPMI 2.0 technology.

OS Support

1. Which OS can ASM 7.0 Agent support?

   ANSWER: Please refer to ASM 7.0 THOL (Tested Hardware & Operating System List) for more detail.

   Please refer to below table.

Operating System	ASM 7 Agent	Note
Windows 2000 Advanced Server	Yes	
Windows Server 2003 Enterprise Edition	Yes	
Windows Server 2003 Enterprise x64 Edition	No	
Red Hat Linux 9.0	No	
Red Hat Enterprise Linux 3.0 (Update 2)	Yes	
Red Hat Enterprise Linux 4.0	No	
SuSE Linux Enterprise Server 9 (SP1)	No	
NetWare 6.5	No	
OpenServer 5.0.7	No	
UnixWare 7.1.4	No	

2. Can ASM 7.0 support Windows Server 2003 x64 Edition?

   ANSWER: No.

3. Can ASM 7.0 support Red Hat Enterprise Linux 4.0?

   ANSWER: No.

4. Is SP1 (Service Pack 1) needed for ASM 7.0 on Windows Server 2003?

   ANSWER: No, ASM 7.0 can support Windows Server 2003 with or without SP1.

5. Is Update 2 required for ASM 7.0 on Red Hat Enterprise Linux 3.0?

   ANSWER: Yes, Update 2 is necessary to support ASM 7.0 on Red Hat Enterprise Linux 3.0.

Performance

1. Can we save the performance data (for example, CPU utilization, Memory Utilization, HDD Utilization) of a server to a log file? Hence, the IT administrator could view the server on a daily/weekly basis and see the trends of the server.

   ANSWER: No, ASM 7.0 can only support online monitoring of system performance. Those performance data won't be saved.

Power Control

1. Does ASM 7.0 support remote power control feature?

ANSWER: Yes, but this power control feature is only fully supported when the managed servers have BMC.

Please refer to below table for detail.

	Power On	Power Off	Reboot
BMC	Yes	Yes	Yes
WOL	Yes[1]	No	No
ASM 7.0 Agent	No	Yes[2]	Yes[2]

NOTE 1: The managed server and ASM 7.0 Administrator Console need to be located at the same network segment (subnet).

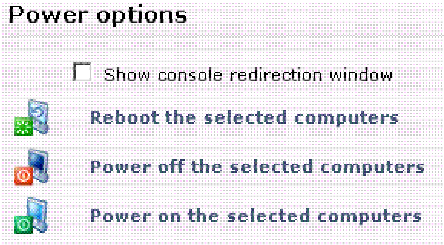
NOTE 2: ASM 7.0 Agent is only working when OS is running.

ASM 7.0 can automatically select a workable path (through Agent, BMC, or Wake On LAN) to perform power control on managed servers. The action is transparent for users.

2. How does ASM 7.0 remote power on Altos G310 Mk2?

ANSWER: For G310Mk2, ASM 7.0 could remote power on the system through WOL (Wake-On-LAN) feature provided by NIC.

3. What is "Show console redirection window" feature in Power options?


Power options
Show console redirection window
Reboot the selected computers
Power off the selected computers
Power on the selected computers

ANSWER: This is SOL (Serial Over LAN) feature of IPMI 2.0. A console redirection window can display the server's boot information during POST. You can use the console redirection window to pause the boot process and change BIOS settings on the managed server.

But this SOL function is only supported for IPMI 2.0 based system. Currently, the ASM 7.0 supported Altos servers (i.e. Altos G310 Mk2, G320, G530, G5350 and R510 Mk2) do not feature IPMI 2.0 technology.

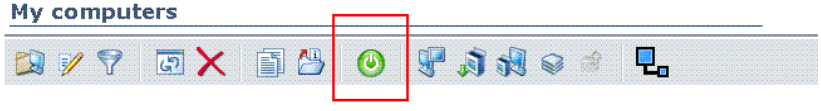
4. How do I remotely power control the server?

ANSWER:

a. Install ASM 7.0 Administrator Console on a console system

b. Add the managed servers into "My computers" of ASM 7.0 Administrator Console.

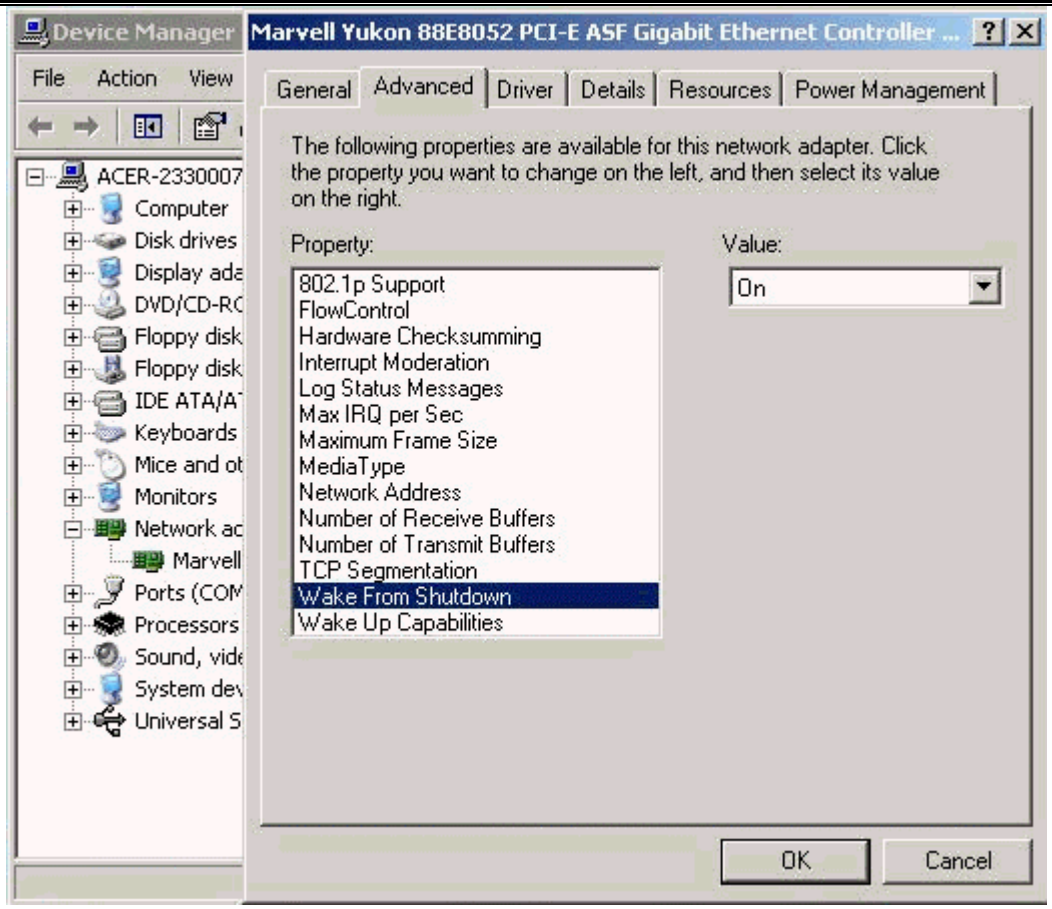
c. In "My computers", select the managed server and then click "power control" button in the toolbar



5. I use ASM 7.0 to remote power on Altos G530, but it does not start up.

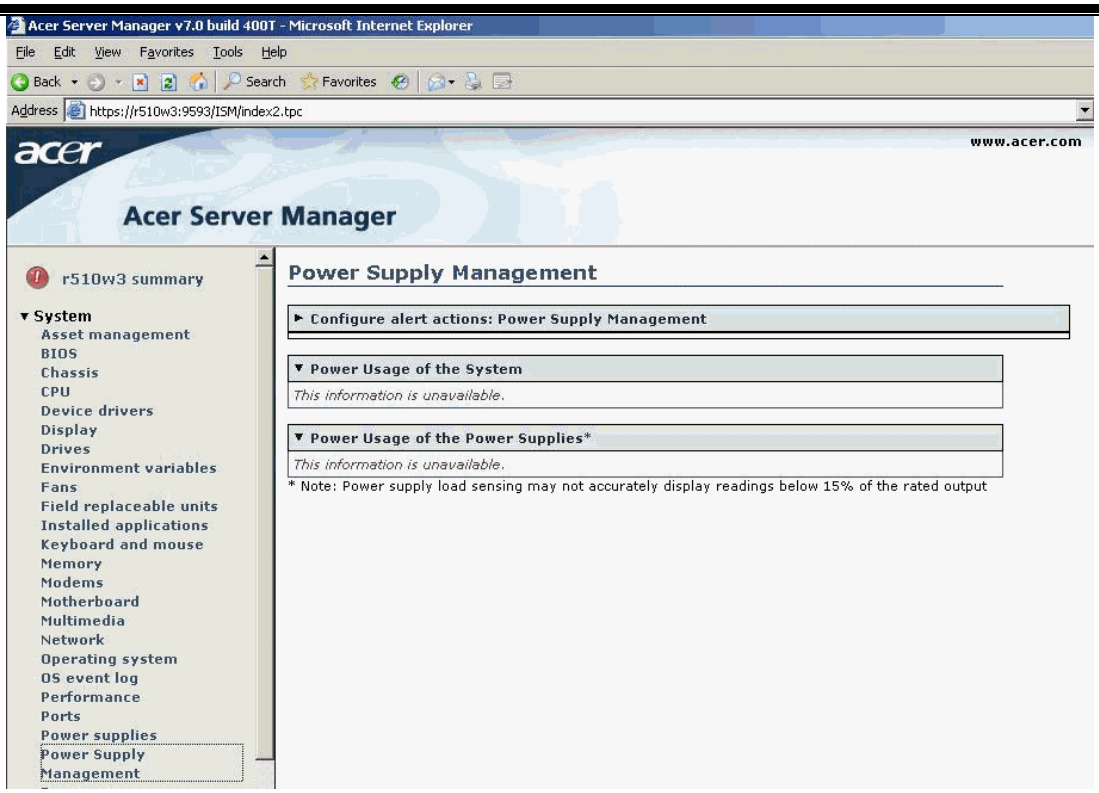
ANSWER: Altos G530 can only be remotely powered on through WOL (Wake On LAN).

For Intel gigabit, no setting is required. But for Marvell gigabit, please make sure below "Wake From Shutdown" is enabled at driver level.



Power Supply Management

1. When looking under the system menu in ASM and selecting Power Supply Management, there is not details and "This information is unavailable" I have found this fault on Altos G530, running P04 BIOS and standard Power Supply. But a customer of mine is running the Redundant Power Supplies and he is getting the same error messages.



ANSWER: To manage the power supply, first, we need the power supply to provide the interface, so it can be managed. But the power supply of Altos G320, G520, G530, G5350 does not have this interface.

Secondly, the main-board must feature the related sensor and management function to manage the power supply.

So, Altos G530 does not support power supply management. There won't be any event log if one of redundant power supply fails on Altos G530.

RAID Status Monitor

1. Can ASM 7.0 monitor RAID status?

   ANSWER: Yes, there is Storage devices function in ASM 7.0 that can provide information of RAID. But this function is only available with Windows platforms (i.e., ASM 7.0 Agent for Windows).

2. Which RAID controller can ASM 7.0 support?

   ANSWER: ASM 7.0 can support status Monitor on below RAID controllers:

Vendor	Model	Note
LSI Logic	MegaRAID SCSI 320-1	1
LSI Logic	MegaRAID SCSI 320-2	1
LSI Logic	20320-R	1
LSI Logic	22320-R	1
LSI Logic	G530 onboard SCSI	1
LSI Logic	G310 Mk2 onboard SATA RAID	2
LSI Logic	G320 onboard SATA RAID	2

LSI Logic	G530 onboard SATA RAID	2

NOTE 1: No utility (such as Power Console Plus) need to be installed on the console system or managed server.

NOTE 2: Please install onboard SATA RAID utility (i.e. MegaIDESpy) on the managed server prior to using this function.

3. Can ASM 7.0 monitor the Host RAID feature of Altos G5350 modular SCSI (Adaptec AIC-7902W)?

   ANSWER: No.

4. What information can be provided in ASM 7.0 Storage devices function when monitor a RAID?

   ANSWER: The physical drive, logical drive, and RAID controller related information is available.

▼ LSI Logic MegaRAID SCSI 320-1	
Manufacturer:	LSI Logic
Model:	MegaRAID SCSI 320-1
Firmware:	1L37
SCSI Mode:	320M
Maximum Data Transfer Rate:	335.54432 GBytes per second
Status:	OK
Description of Last Error:	No Error
Battery Status:	Not supported
Number of Logical Drives:	1

▼ MegaRAID SCSI 320-1 Logical Drive 0	
RAID Level:	RAID 1
Status:	Optimal
Size:	143.664128 GB
Read Policy:	Normal
Write Policy:	WriteThru
Number of Physical Drives:	2
Associated Physical Drive Details:	

CH:ID	Device	Capacity	SMART	Configuration	Errors	Status
0:0	ACER-ATLAS10K5_147SCA	143.664128 GB	Enabled	Main Mirrored	0	OK
0:1	ACER-ATLAS10K5_147SCA	143.664128 GB	Enabled	Mirror Backup	0	OK

5. Can I configure the RAID through ASM 7.0 Storage devices function?

   ANSWER: No, the function only provides information of RAID.

6. Does ASM 7.0 issue trap when HDD failure occurred?

   ANSWER: Yes, ASM 7.0 can issue trap and perform alert actions defined by administrator for drive space, drive failure prediction, or drive changes events on HDDs.

7. Can ASM 7.0 Administrator Console receive a trap issued from RAID controller when HDD failure occurred?

   ANSWER: Yes

   NOTE: For LSI MegaRAID, the description of the alert would be “Intel RAID Adapter …” in both pop-up message and ASM 7.0 System Log.

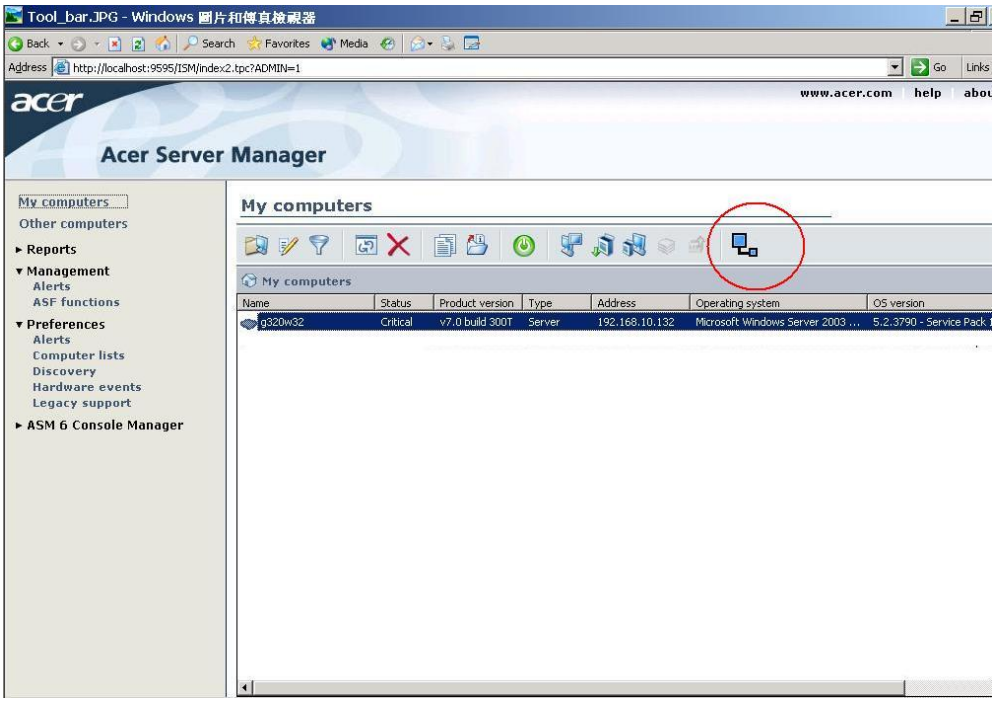
Acer Server Manager - Notification 1 of 2
Computer: g530w3
Severity: Warning
Reported: 11/3/2005 2:11:37 PM
Description:
Intel(R) RAID Adapter 0: State of logical drive 0 changed from Optimal to Degraded
Do not display new notifications
More Info...
Acknowledge
Local intranet

Remote Windows Console

1. Can ASM 7.0 support remote console redirection, such as Remote Linux Console or Remote Windows Console in ASM 6.0?

   ANSWER: ASM 7.0 does not support Remote Linux Console.

   ASM 7.0 build 400 (or later) can support Remote Windows Console. On ASM 7.0 Administrator Console, you could find an icon named "Remote Windows Console" on the toolbar of "My computers" function.



2. In Administrator Console, an icon named "Windows Explorer" in the toolbar of "My Computers" web page, does it mean "Remote Windows Console"?

   ANSWER: No, the function just allows users to transfer files to selected system.

   NOTE: Please create a sharing-folder on the managed system prior to using this function.

3. How can I execute the function of "Remote Windows Console"?

   ANSWER: Please install Remote Windows Console agent during the installation of ASM 7.0 agent on the managed server. (Remote Windows Console Agent should be automatically installed during ASM 7.0 agent installation process.)

   On console system, the J2SE Runtime Environment (JRE) 5.0 Update 5 is required, please download the package from http://www.javasoft.com website.

   Just select the managed sever and click "Remote Windows Console" icon. Then you can see the screen of

the remote managed server.

4. How do I manually install Remote Windows Console Agent from the ASM 7.0?

   ANSWER: You can find the program in the folder of Management CD

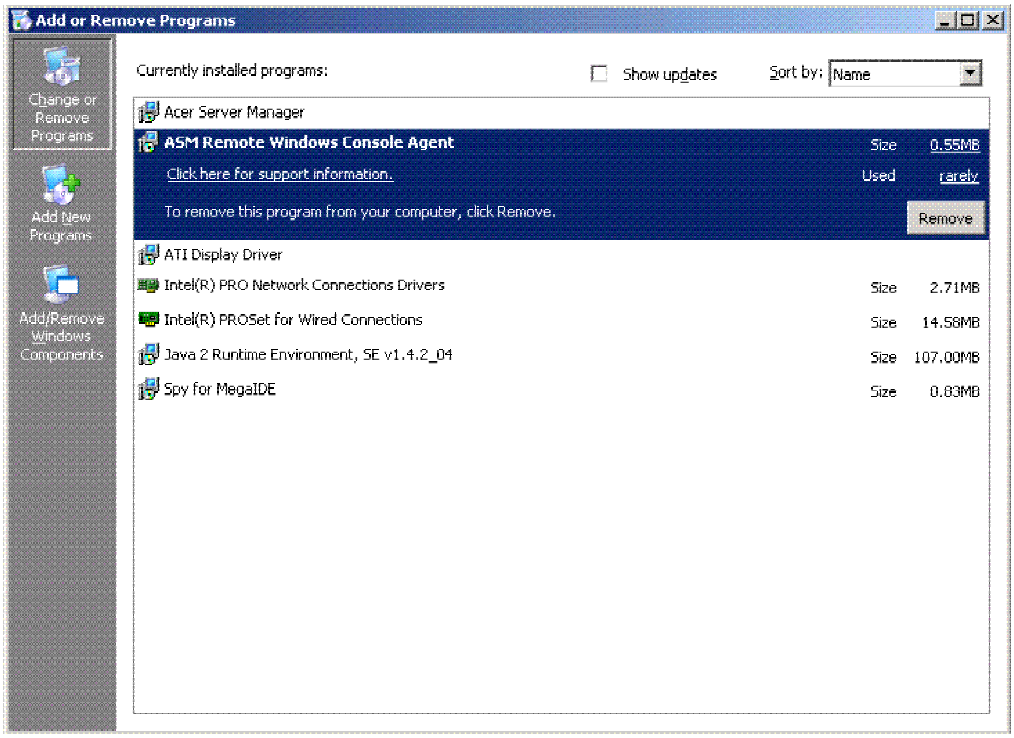
	Remote Windows Console agent
ASM 7.0 build 400T (or later)	\ism\Software\windows\32bit\server\RCAgentSetup_v1.1.exe
ASM 7.0 build 400L (or later)	\Win32\Server\RCAgentSetup_v1.1.exe

5. The required TCP/IP port of Remote Windows Console is 5001. Can I change the port?

   ANSWER: No, you cannot change the port.

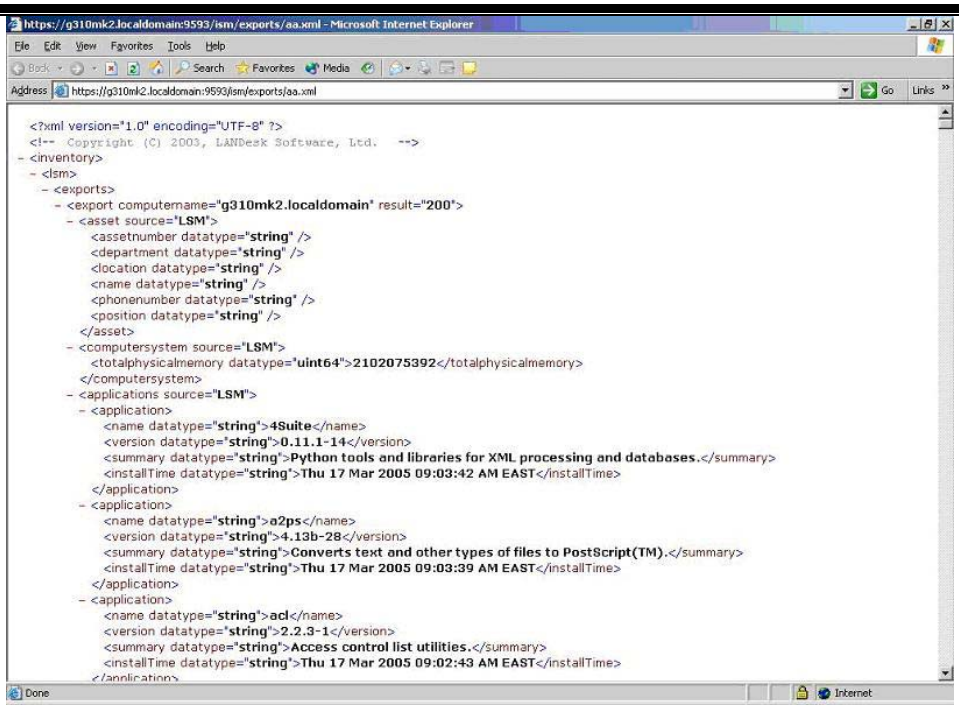
6. How do I know the Remote Windows Console Agent is installed on the managed server?

   ANSWER: Please check that in Add or Remove Programs.



Reports

1. What's the advantage can we get from "System Report" function? It looks like XML format.



ANSWER: "System report" function is only for LANDesk Asset Manager. If users open system report through ASM 7.0 Console, it is just raw XML data displayed there.

Sensor Information

1. Can I change the time interval of monitoring system inventory like Fan, Voltage and Temperature?

   ANSWER: No, Fan, Voltage and Temperature information are not updated dynamically. Users can get the updated status by refreshing the browser window.

2. If there is no BMC installed on Altos G5350, could ASM 7.0 provide Fan, Voltage, and Temperature sensor status?

   ANSWER: No. If BMC is not installed on Altos G5350, the H/W related functions (e.g. Fans, Voltages, Temperatures) would not be displayed.

Software Delivery

1. In Administrator Console, there are two icons named
   - Downloads a package to be installed on a computer, and
   - Install a package to a computer

   in the toolbar of "My Computers" web page, does it mean "software delivery" function?

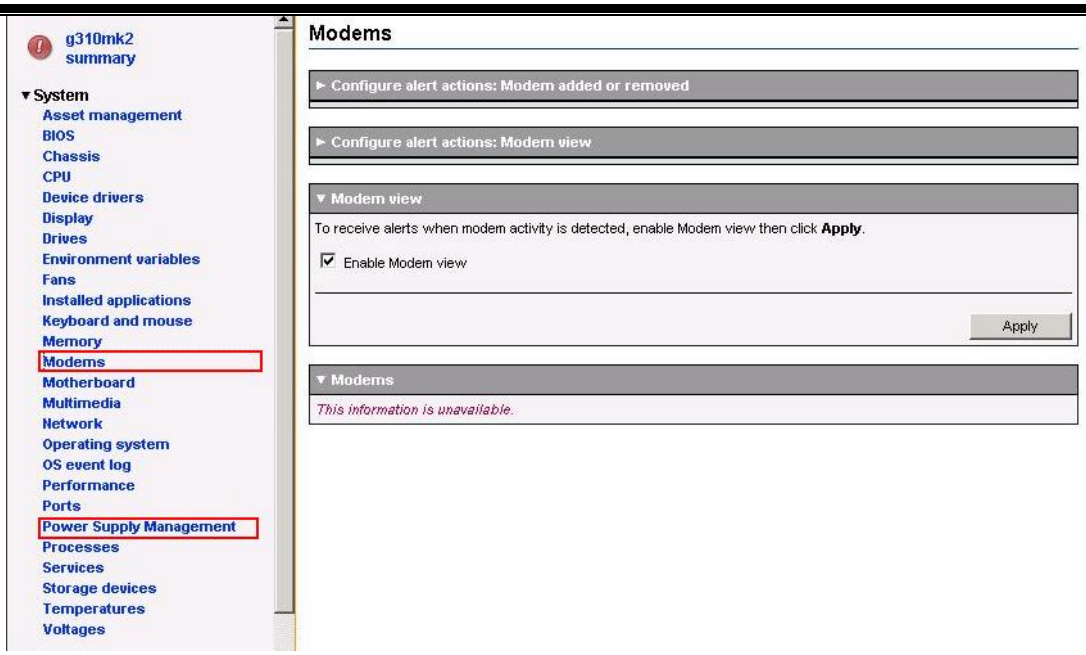
   ANSWER: Yes. But, ASM 7.0 doesn't support software delivery function at this stage. The two functions are only for the system with LANDesk Bootstrap Agent (BSA) package installed.

System

1. How does it present CPU number in ASM 7.0 Console?

   ANSWER: In ASM 7.0 System | CPU function, users can see physical number of CPU from "Number of physical CPUs" field and logical number from "Number of logical CPUs" field.

2. Why can I see "Modem" and "Power Supply Management" function in the right panel of ASM 7.0? I didn't attach any modem with my Altos G310 Mk2 server.

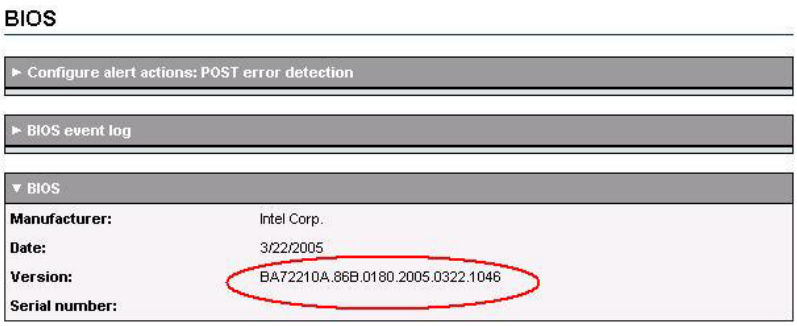


ANSWER: These functions such as "Modem", Power Supply Management" and "Intel RAID Controller" will be always provided, no matter servers support the features or not.

When users click these linkages, it will display "This information is unavailable" if the server does not support the functions.

3. Can ASM 7.0 provide BIOS version information of managed server?

ANSWER: Yes. Please click System and then click BIOS for the information.



4. Can ASM 7.0 support the status monitor of UPS (Uninterruptible Power Supply)?

ANSWER: No.

Troubleshooting

1. I cannot launch ASM 7.0 installation when I insert EasyBUILD 7.0 Management CD. It seems to be launched, but disappear immediately.

ANSWER: In case the network environment is not ready, the ASM 7.0 installation will not be launched. Please make sure,

a. Network cable is plugged into system properly

b. Network device is configured properly.

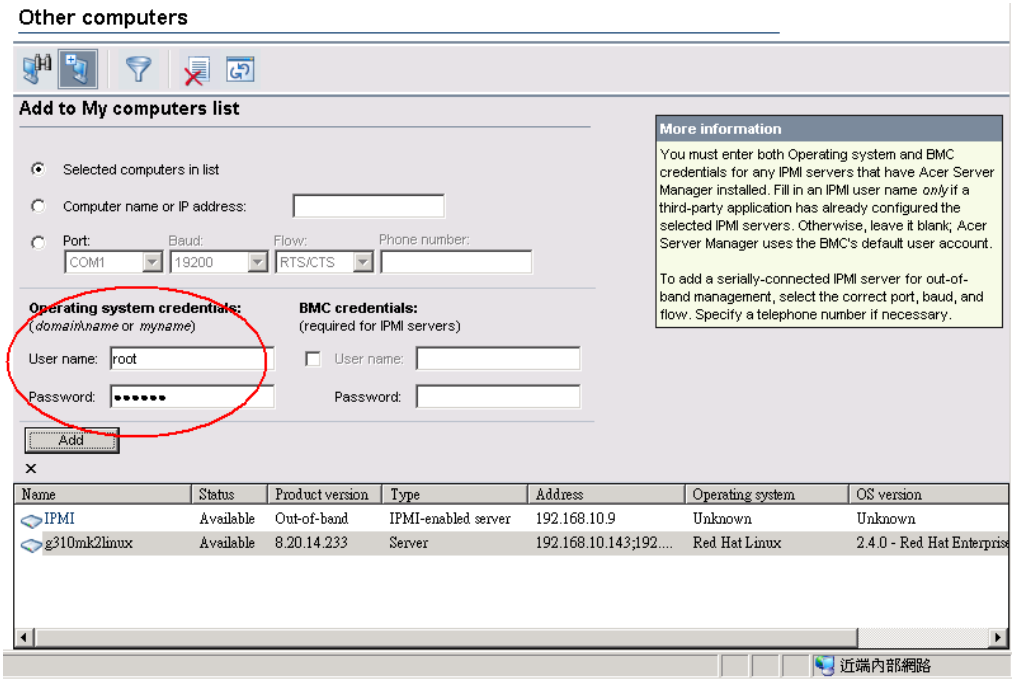
2. I successfully install ASM 7.0 agent on Red Hat Enterprise Linux 3.0 Update 2. But my ASM 7.0 Administrator Console cannot discovery the system.

   ANSWER: Please disable the firewall or add the needed ports in Red Hat Enterprise Linux 3.0 Update 2.

   NOTE: Ports 623, 6780, 9593, 9594, and 9595 must be open in any firewall, router, or filtering on the network.

3. In Administrator Console, there are many computers will be found in "Other Computers" list after "Discovery" process. But I cannot add a computer to "My Computer" by clicking "Add" button.

   ANSWER: It is required to provide account and password for authentication when manage remote systems. Please input the account and password in the related fields. Besides, the name solution usually needs to be set properly for adding a manageable computer. Please refer to #4 below.



4. I've successfully added a computer to "My Computer" list. But I cannot manage the computer by double-clicking on it. A message pop-up like below.

Microsoft Internet Explorer
The computer you selected appears to be offline. Do you still want to try and connect to it?
OK
Cancel

   ANSWER: The name resolution has to be set properly before managing a computer. If there is no DNS in network, please add the managed computer to host file in Administrator Console.

   NOTE: For Windows, host file can be found in \<Windows path>\system32\drivers\etc folder; for Linux, host file can be found in /etc folder

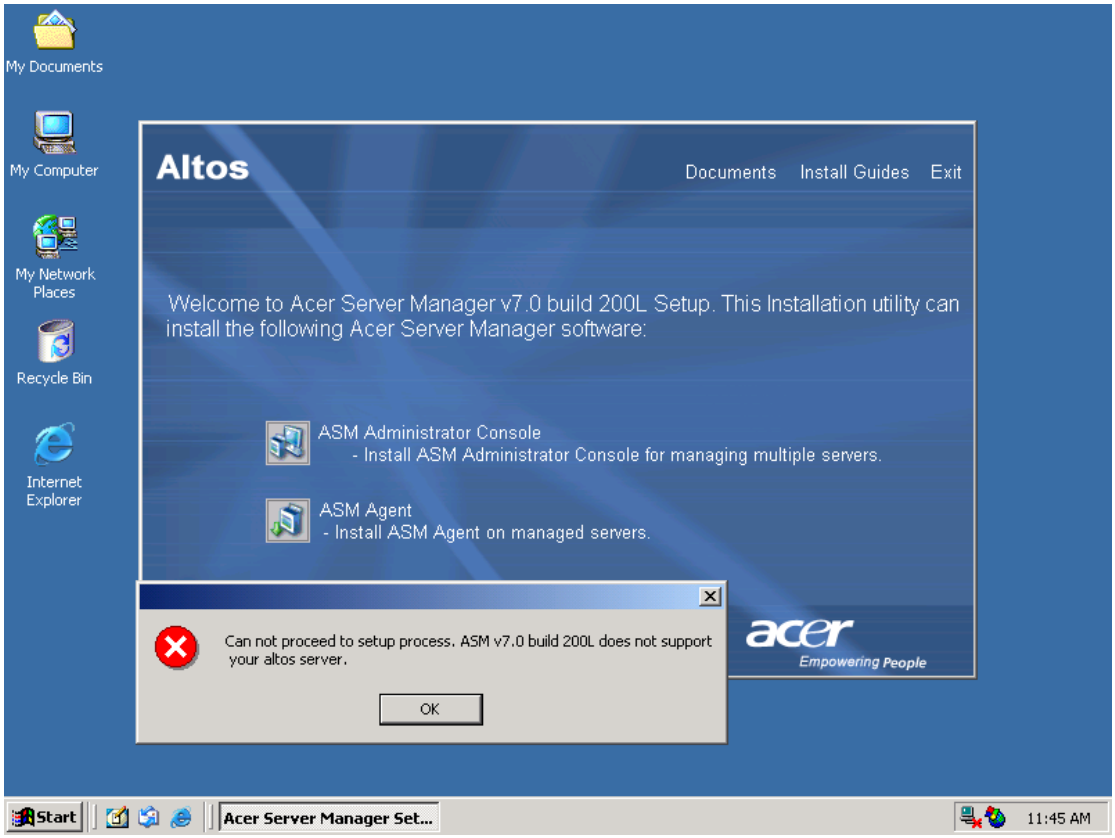
5. I installed ASM 7.0 on Altos G5350 without BMC. But later, when I installed BMC daughter board on it, I still cannot see fan/voltage/temperature sensors information?

   ANSWER: You have to uninstall and re-install ASM 7.0 on Altos G5350 in order to reload the BMC driver.

During installation of ASM 7.0, BMC driver will not be loaded if the system does not have BMC.

6. When I install ASM 7 (from the Management CD of EasyBUILD 7.0 build 210) on Altos G530, it shows:

```
Cannot proceed to setup process. ASM v7.0 build 200L does not support your altos server.
```

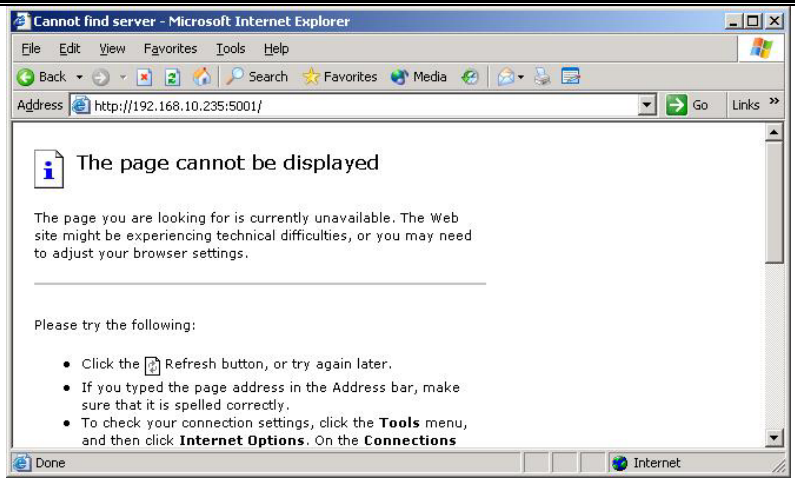

My Documents
My Computer
My Network Places
Recycle Bin
Internet Explorer
Altos
Documents
Install Guides
Exit
Welcome to Acer Server Manager v7.0 build 200L Setup. This Installation utility can install the following Acer Server Manager software:
ASM Administrator Console
- Install ASM Administrator Console for managing multiple servers.
ASM Agent
- Install ASM Agent on managed servers.
Can not proceed to setup process. ASM v7.0 build 200L does not support your altos server.
OK
acer
Empowering People
Start
Acer Server Manager Set...
11:45 AM

ANSWER: There are two packages of EasyBUILD 7.0 build 210. One is bundled with ASM 7.0 build 200L, another is bundled with ASM 7.0 build 200T. ASM 7.0 build 200L can only run on Altos G5350.

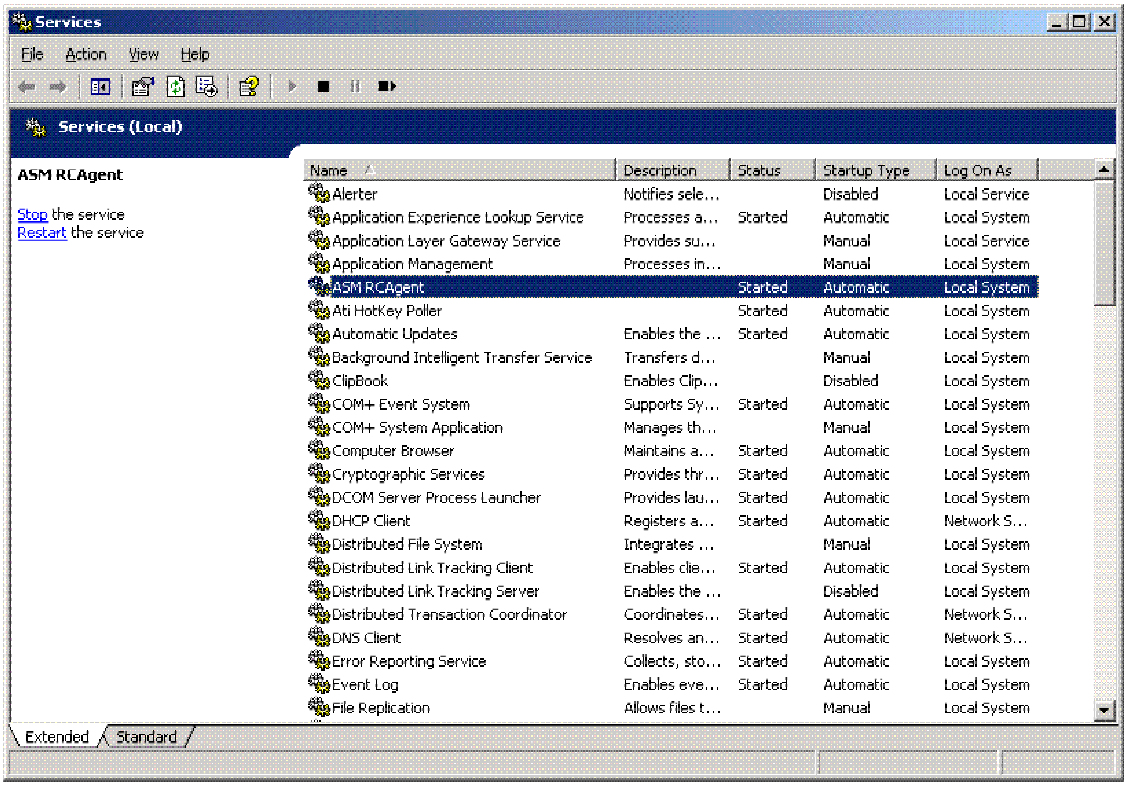
For Altos G530, please install ASM 7.0 build 200T.

	Management CD P/N	G310 Mk2	G530	G5350
ASM 7.0 build 200L	MD.R1602.001	n/a	n/a	Yes
ASM 7.0 build 200T	MD.R1702.001	Yes	Yes	n/a

7. In ASM 7.0 build 400, there is a "Remote Windows Console" icon on Administrator Console. When I click it, it displays "The page cannot be displayed".


Cannot find server - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://192.168.10.235:5001/
Go Links
The page cannot be displayed
The page you are looking for is currently unavailable. The Web site might be experiencing technical difficulties, or you may need to adjust your browser settings.
Please try the following:
Click the Refresh button, or try again later.
If you typed the page address in the Address bar, make sure that it is spelled correctly.
To check your connection settings, click the Tools menu, and then click Internet Options. On the Connections
Done
Internet

ANSWER: Please make sure the Remote Windows Console Agent is installed and started.


Services
File Action View Help
Services (Local)
ASM RCAgent
Stop the service
Restart the service
Name Description Status Startup Type Log On As
Alerter Notifies sele... Disabled Local Service
Application Experience Lookup Service Processes a... Started Automatic Local System
Application Layer Gateway Service Provides su... Manual Local Service
Application Management Processes in... Manual Local System
ASM RCAgent Started Automatic Local System
Ati HotKey Poller Started Automatic Local System
Automatic Updates Enables the ... Started Automatic Local System
Background Intelligent Transfer Service Transfers d... Manual Local System
ClipBook Enables Clip... Disabled Local System
COM+ Event System Supports Sy... Started Automatic Local System
COM+ System Application Manages th... Manual Local System
Computer Browser Maintains a... Started Automatic Local System
Cryptographic Services Provides thr... Started Automatic Local System
DCOM Server Process Launcher Provides lau... Started Automatic Local System
DHCP Client Registers a... Started Automatic Network S...
Distributed File System Integrates ... Manual Local System
Distributed Link Tracking Client Enables clie... Started Automatic Local System
Distributed Link Tracking Server Enables the ... Disabled Local System
Distributed Transaction Coordinator Coordinates... Started Automatic Network S...
DNS Client Resolves an... Started Automatic Network S...
Error Reporting Service Collects, sto... Started Automatic Local System
Event Log Enables eve... Started Automatic Local System
File Replication Allows files t... Manual Local System
Extended Standard

8. In ASM 7.0 build 400, I installed the Remote Windows Console agent on managed server. But after I typed in valid user name and password for Remote Windows Console access, it displays "Your current security settings prohibit running ActiveX controls on this page. As a result, the page may not display correctly."

   ANSWER: Please install J2SE Runtime Environment (JRE) 5.0 Update 5 on the console system first.

   You can download the package from

   http://www.javasoft.com.

   Please also make sure the security setting of the web browser is set as "Medium" for internet access.

9. I've successfully installed ASM 7.0 Linux agent on Altos G310 Mk2. But, why I cannot see any hardware sensors reading information in ASM 7.0 Fans, Temperatures or Voltages functions?

   ANSWER: For system without BMC implemented, e.g. Altos G310 Mk2, G320, G530, the lmsensor package

is required. Please follow the procedure to perform a post-installation for hardware sensors reading in Linux.

a. Insert ASM 7.0 CDROM

b. Login as root

c. Copy lmsensor file

```
# mount /mnt/cdrom
# cp /mnt/cdrom/ism/Software/linux/lmsensors.tar.gz /usr/src
```

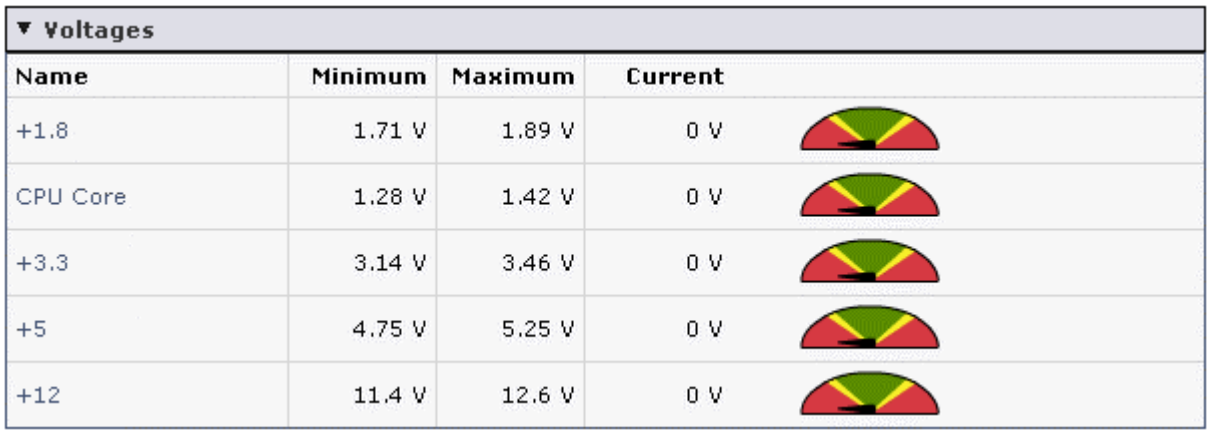
NOTE: For ASM 7.0 build 200T (or later), the lmsensor file is in the folder of /mnt/cdrom/ism/Software/linux/32bit/server/lm85

d. Install lmsensor file

```
# cd /usr/src
# tar -zxvf  lmsensors.tar.gz
# cd msensors
# ./install.sh
```

When finished, sensors-detect will configure the lm85 sensors to /etc/lm85.conf and /etc/rc*.

10. I've successfully installed ASM 7.0 Windows Agent on Altos G530. But, all the sensors information in ASM 7.0, such as fans, temperatures or voltages, are all zero. I replaced the main-board, but the problem is still.



▼ Voltages

Name	Minimum	Maximum	Current	
+1.8	1.71 V	1.89 V	0 V	
CPU Core	1.28 V	1.42 V	0 V	
+3.3	3.14 V	3.46 V	0 V	
+5	4.75 V	5.25 V	0 V	
+12	11.4 V	12.6 V	0 V	

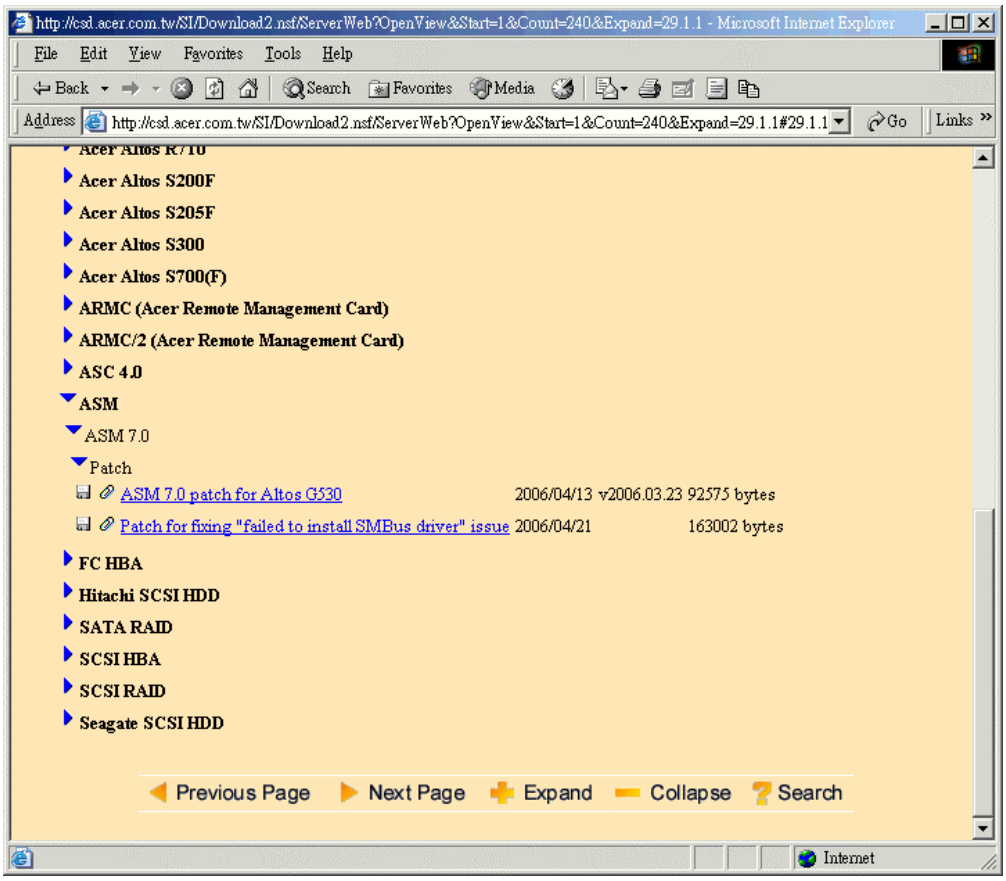
ANSWER: During the installation of ASM 7 Agent of Windows, if users click "No" when installing SMBus driver, then this problem might occur.

Security Alert - Driver Installation
The driver software you are installing for:
Intel(R) 6300ESB SMBus Controller - 25A4 (Intel(R) SMBus 2.0 Driver)
has not been properly signed with Authenticode(TM) technology. Therefore, Windows cannot tell if the software has been modified since it was published. The publisher's identity cannot be verified because of a problem:
The third-party INF does not contain digital signature information.
Do you still want to install this driver software?
Yes
No
More Info

This SMBus driver cannot be re-installed after the installation of ASM 7 Agent of Windows. Please refer to erratum #45 of ASM 7.0 Technical Update for more detail.

The workaround is to install the ASM 7.0 patch for SMBus driver. This patch can be downloaded from

http://csd.acer.com.tw/SI/Download2.nsf/ServerWeb



Please follow the procedures below to install the patch.

a. Uninstall ASM 7.0 Agent first.

b. Install patch for SMBus driver.

c. Install ASM 7.0 Agent.

Uninstallation

1. How do I uninstall ASM 7.0 build 100 in Linux?

   ANSWER: Please follow the instructions to uninstall ASM 7.0 build 100 in Linux below.

   a. Insert ASM 7.0 CDROM

   b. Uninstall ASM 7.0 build 100

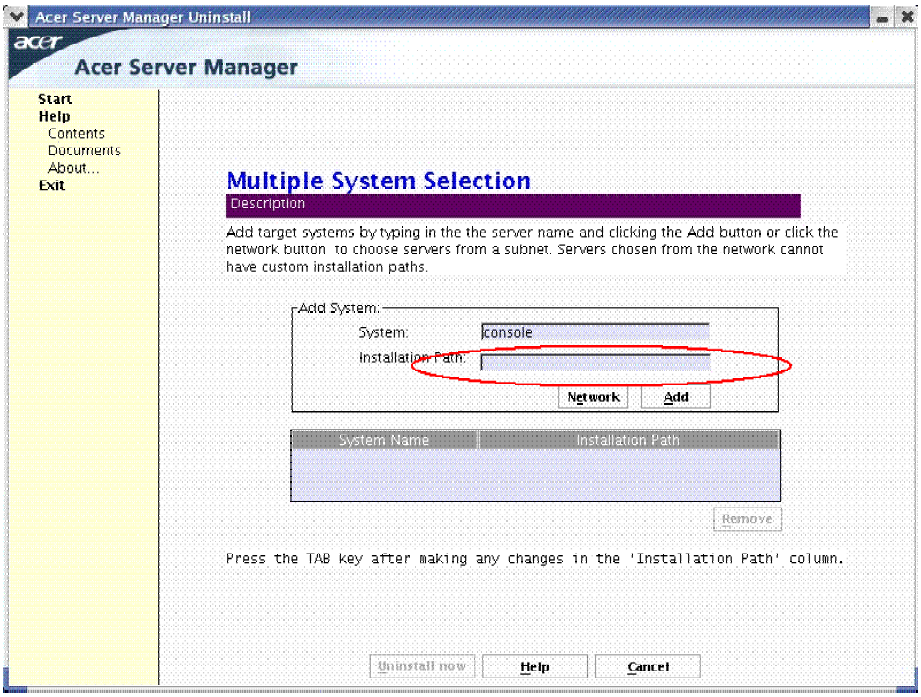
```
# mount /mnt/cdrom

# cd /mnt/cdrom/ism/Software

# ./uninstall
```

2. When I uninstall ASM 7.0 in Linux, it asks for "installation path"?

   ANSWER: If you install ASM 7.0 on a folder rather than the default folder in Linux, please type in the installation path. In case users install ASM 7.0 on the default folder, please ignore the filed.



3. How do I uninstall ASM 7.0 build 200T (or later) in Linux?

   ANSWER: Please follow the instructions to uninstall ASM 7.0 build 200T (or later) in Linux below.

   a. Uninstall lmsensor package first

```
Login as root

# cd /usr/src/lmsensor

# ./uninstall.sh
```

   b. Uninstall ASM 7.0

```
Insert ASM 7.0 build 200T CDROM
```

```
# mount /mnt/cdrom

# cd /mnt/cdrom/ism/Software

# ./uninstall
```

4. How do I uninstall ASM 7.0 build 200L (or later) in Linux?

   ANSWER: Please follow the instructions to uninstall ASM 7.0 build 200L (or later) in Linux below.

   a. Insert ASM 7.0 build 200L CDROM

   b. Uninstall ASM 7.0 build 200

```
Login as root

# mount /mnt/cdrom

# cd /mnt/cdrom/Linux/Server/RedHat

# ./install-server.py

Then select "Uninstall Acer Server Manger" option.
```

WOL (Wake On LAN)

1. Does ASM 7.0 support WOL?

   ANSWER: Yes, ASM 7.0 can support WOL, but this WOL function is integrated with power control function of ASM 7.0 and is transparent of users.

   ASM 7.0 will only remotely power on servers via WOL when the servers do not have BMC (Baseboard Management Controllers). If servers features BMC, ASM 7.0 will use power control command based on standard IPMI specification.

NOTICE:

The information in this document, including products and software versions, is current as of the Release Date above. This document is subject to change without notice.